



TELECOMMUNICATIONS OPERATIONS SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and supervise the activities within the Communication Technical Center in accordance with the City's Mission and Values; to provide technical advice to the Deputy Information Technology Manager concerning the design, planning and management of the City 's telecommunication systems and infrastructure; and to perform a variety of technical duties relative to the operation of the telecommunications network.

Supervision Received and Exercised:

Receives general supervision from the Deputy Information Technology Manager or from other supervisory or management staff.

Exercises direct supervision over professional and technical staff.

Examples of Duties:

Duties may include, but are not limited to, the following:

- Manage the installation, operation, repair, and maintenance of communications equipment including radio base station equipment, portable and fixed mobile radios, microwave equipment, telephone systems, data communication systems, display systems, and the City's cable and fiber optic infrastructure.
- Supervise the administration of the radio system including programming changes, software revisions, and upgrades.
- Ensure timely and efficient move, adds, and changes to voice and Data terminals.
- Plan, prioritize, assign, supervise and review the work of staff involved in the operation, installation and maintenance of the telecommunications network infrastructure; manage multiple projects dealing with the voice, data and radio infrastructure.
- Meet with customers to identify and evaluate communication needs and develop effective solutions to utilize technology to serve their customers better. Act as a technical liaison for the Business Analysts for communication technology information.
- Oversee and approve the purchase of communications equipment; maintain contact with vendors to obtain information on product changes and new products.

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Telecommunications Operations Supervisor (continued)

- Ensure that equipment is in compliance with Federal regulations; perform equipment tests as part of preventative maintenance; adjust and tune FCC licensed transmitters.
- Supervise, train and evaluate technical and professional staff.
- Perform other duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in telecommunications operation, planning and design including PBX technology and RF systems and systems analysis; including one year of supervisory experience.

Training:

Equivalent to a Bachelor's degree from an accredited college or university in computer science, communications engineering, or a related field.

Licenses/Certifications:

Possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

Possession of, or ability to obtain, an appropriate, valid FCC radio-telephone operator's license, or equivalent certificate.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 2554

Salary Range: 39

FLSA: Exempt